



CALLISTO⁺

PINCODE TELEPHONY

ADMINISTRATION MANUAL

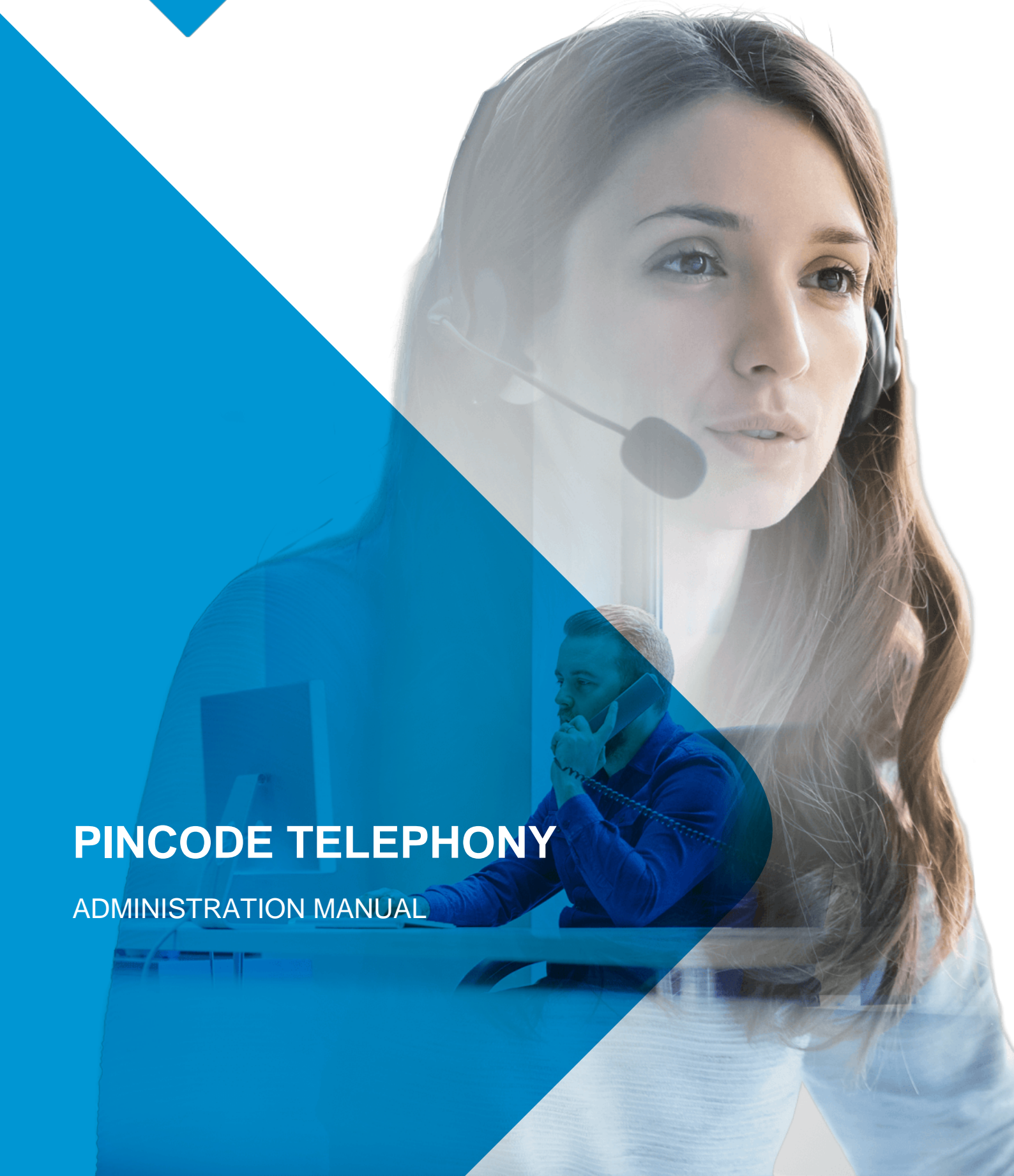


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Setup

Requirements

PINCode Telephony is only available on Callisto setups on which [Cruise Base](#) is installed. Also, the application requires [automatic check-in/out](#) to be active in order to work.

Installation

PINCode Telephony is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications is described in the chapter [Options](#) of the Callisto platform administration manual.

Access



Configure icon

Administrators can access the PINCode Telephony configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the PINCode Telephony instance and click on the *Configure* icon.

Users who were granted privileges to access the PINCode Telephony instance can do so by navigating to Applications in the main menu and clicking on the name of the PINCode Telephony instance.

Settings

This tab contains the general settings.

Settings
Active check-ins
Reports

Settings
PINCode Telephony

Concurrent calls:
 Limitation for concurrent PINCode Telephony calls.

Use user number as caller number

Caller number:
 A number that will be used as caller id for external calls

Type of Calls:

Use Callisto users for authentication ?

Use PIN only authentication

Enable PINCode Telephony direct

PINCode Telephony direct prefix:

Save

| Setting | Description |
|---------------------------------------|---|
| Concurrent calls | Limit how many calls can be conducted using PINCode Telephony at a given time. |
| Use user number as caller number | This option is available when Use Callisto users for authentication is enabled. If checked, the Callisto user number of the caller is used as caller identification. |
| Caller number | If unchecked, the number entered in Caller number will be used. This number is used as caller identification for external calls. If the field is left empty, then the line number associated with this PINCode Telephony instance (see Open Application Manager) will be used as caller identification. |
| Type of Calls | Set the type of calls that will be conducted with this instance of PINCode Telephony. See section Admission control . |
| Use Callisto users for authentication | If checked, user data present in Callisto will be used for authentication. |

Setting

Description

- The user's Number (as defined in the [account settings](#)) is used as manning number.
- The User PIN (as defined in the [messages settings](#)) is used as security PIN.

With the Select group drop-down menu, usage of PINCode Telephony can be restricted to users who are members of the selected group. For managing user groups, see the chapter [User administration](#) in the Callisto platform administration manual.

The state of this option depends on the selected type of call.

- If crew is set, this option can be enabled or disabled manually.
- If pax is set, this option is always disabled.
- If admin is set, this option is always enabled.

Use PIN only authentication

If checked, the application will ask only for the PIN to authenticate the caller. Otherwise, the caller must enter the safety/manning number as well.

Enable PINCode Telephony direct

Enable or disable the PINCode Telephony direct function. If enabled, a PINCode Telephony direct prefix needs to be defined as well. This prefix must also be defined in the inbound manager, and respective calls need to be routed to Callisto.

Admission control

Multiple types of users can be billed differently by setting up multiple instances of PINCode Telephony and setting a different option from the Type of Calls drop-down menu. Three types of calls are available:

crew:

The instance is used for crew calls. Crew members and Callisto users with the appropriate privileges can use this instance. Crew members will be charged according to the passenger tariff (see [Cruise Base – Billing](#)), and Callisto users will be excluded from billing.

pax:

The instance is used for passenger calls. Only passengers can use this instance and will be charged according to the passenger tariff (see [Cruise Base – Billing](#)).

admin:

The instance is used for admin calls (usually by officers on the vessel). Select a Callisto user group from the drop-down menu labeled Select group; only members of the selected group can use this instance and will be excluded from billing.

Check-in and reports

Active crew check-ins

If automatic check-in/out is enabled, checked-in crew members are listed in the *Active check-ins* tab. The members' cabin number, manning number and PIN can also be reviewed in this view.

Settings **Active check-ins** Reports

12 34 **Guests** PINCode Telephony

Search

| UserID ^ | Cabin Number | Name | Language | Manning no. | PIN | Check-In date |
|----------|--------------|------------------|----------|-------------|------|---------------------|
| 11005 | 572 | Edwin Sutherland | English | 6354 | 0047 | 16.11.2024 09:38:00 |
| 11074 | 548 | Phillip Lyon | English | 3027 | 5626 | 16.11.2024 13:43:56 |
| 11092 | 521 | Patricia Fleming | English | 4315 | 2630 | 16.11.2024 09:05:43 |
| 11100 | 526 | Greg Lawrence | English | 8828 | 0993 | 16.11.2024 15:01:51 |
| 11140 | 542 | Fiona O'Connell | English | 8098 | 0127 | 16.11.2024 10:31:25 |
| 11158 | 522 | Edward Pearson | English | 1745 | 0840 | 16.11.2024 10:54:12 |

Reports

All calls conducted using PINCode Telephony are listed in the *Reports* tab.

Settings **Active check-ins** **Reports**

12 34 **Reports** PINCode Telephony

17.11.2024 00:00 - 22.11.2024 00:00 Search CSV Excel

| Date/Time ^ | Guest/Crew Member | Duration | Destination | Source Phone | Cabin | Billing Result | Billing Date/Time | Amount |
|---------------------|-------------------|----------|-------------|--------------|-------|----------------|---------------------|--------|
| 21.11.2024 15:09:35 | Patricia Fleming | 11:09 | +4487XXXX | 521 | 521 | OK | 21.11.2024 15:10:45 | 9.45 |
| 21.11.2024 14:01:18 | Patricia Fleming | 12:23 | +4444XXXX | 521 | 521 | OK | 21.11.2024 14:02:15 | 10.80 |
| 21.11.2024 12:12:49 | Phillip Lyon | 09:51 | +4430XXXX | 548 | 548 | OK | 21.11.2024 12:13:43 | 8.30 |
| 20.11.2024 21:46:20 | Edward Pearson | 04:26 | +4430XXXX | 522 | 522 | OK | 20.11.2024 21:47:22 | 3.50 |
| 20.11.2024 20:26:41 | Phillip Lyon | 05:54 | +4449XXXX | 548 | 548 | OK | 20.11.2024 20:27:35 | 4.60 |
| 21.11.2024 10:31:25 | Edwin Sutherland | 05:20 | +4460XXXX | 572 | 572 | OK | 21.11.2024 10:31:25 | 1.50 |

The list can be filtered by date/time and by action. Additionally, using the search field in the top-right corner, the list can be filtered by guest/crew member, destination, source, or cabin number.

Report lists can be exported as CSV or Excel files by clicking on the respective button in the top-right corner.

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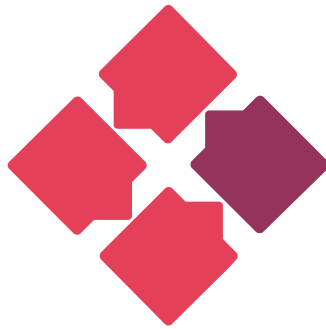
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